

Salary and Wage Survey Training - 2022

JANUARY 2022

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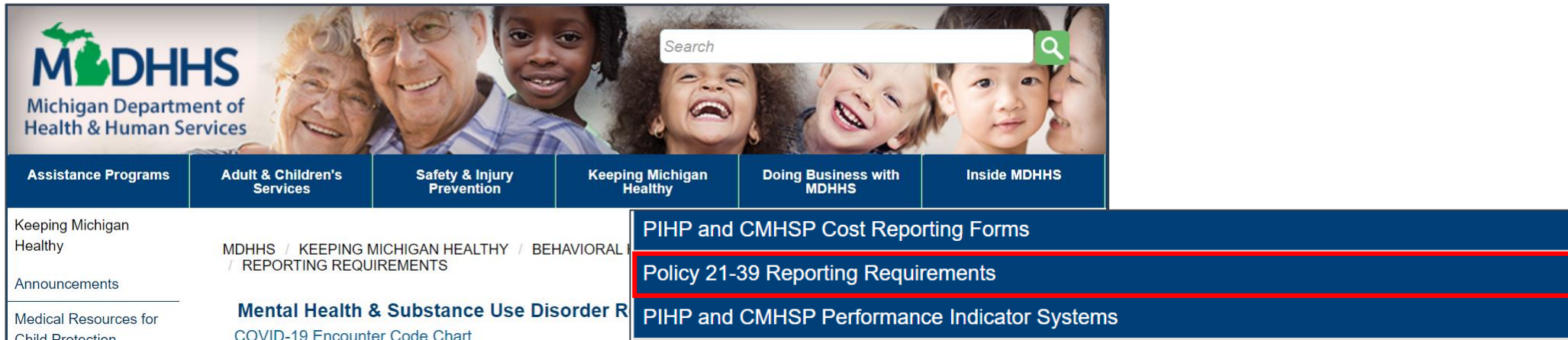
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Background

- Goals of the 2022 Salary and Wage Survey for Direct Care and Supervisory Staff (“Survey Tool”)
 - Support the annual calculation of Medicaid behavioral health comparison rates
 - Understand provider costs associated with the delivery of Medicaid-funded behavioral health services
- Participation requirements under [Medical Services Administration \(MSA\) Bulletin 21-39](#)
 - Beginning December 1, 2021, participation is **required for all** behavioral health service providers except for providers already submitting a hospital cost report to MDHHS
 - Annual participation requirement
- Individual provider submissions will remain **confidential**

Survey Tool Participation Overview

- Completed Survey Tool is due March 31, 2022
 - Email to Milliman: BH.Provider.Survey@milliman.com
- Survey Tool and all support materials will be published on the MDHHS website:
 - https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_38765---,00.html
 - See website navigation screenshots below
- Providers should submit **one response per tax identification number (TIN)**
 - You may receive more than one participation request, if you contract with more than one CMHSP
 - A submitted single Survey Tool may include information for multiple NPI numbers that are billed under



Navigating the Salary and Wage Survey

- Microsoft Excel-based Survey Tool
- Provider information will be reported across eight different tabs
 - General – General information should be reported on this worksheet, such as the provider entity's identification and contact information, and high-level information regarding the nature of the provider entity's services.
 - Direct Care Staff – Direct service FTE and salary information by provider type should be reported on this worksheet.
 - Supervisors – Supervisor FTE and salary information by provider type should be reported on this worksheet.
 - Training – Information related to training and new hires, by provider type, should be reported on this worksheet.
 - Benefits – Information regarding the number of employees that are eligible for insurance and retirement benefits should be reported on this worksheet, as well as aggregated employee benefits-related expenses, by provider type, for direct care employees and supervisors.
 - PTO – Paid time off for holidays and other paid time off should be reported on this worksheet by provider type.
 - Survey Response Notes – This worksheet is included to provide a place for the preparer to provide additional notes or information that may help MDHHS and Milliman better understand the data provided.
 - Suggestions for Future Surveys – This worksheet is included to provide a place for the preparer to provide suggested improvements for this annual survey.

Save your information frequently to limit the potential loss of information!

Ongoing Support

- Training materials
 - All training materials will be posted to the MDHHS website
- Milliman inbox BH.Provider.Survey@milliman.com
 - After reviewing this training and instructions, providers may submit technical assistance questions to Milliman via the Survey Tool inbox
- Frequently Asked Questions (FAQs) with bi-weekly updates
 - Questions received from the Milliman inbox will be posted to the MDHHS website every other Friday
- Refresher training with updated questions and answers to take place in February 2022
 - Milliman will host a refresher training in mid-February
 - An email will be sent with the date and an open opportunity to submit questions that will be reviewed during the training

If you do not have Microsoft Excel, you can email Milliman (BH.Provider.Survey@milliman.com) to request access to a web-based survey

Walkthrough of the Survey Tool

Questions and Answers

Questions and Answers

Question: I am an independent provider and do not have employees or set wages, what information should I report?

Answer: Providers that do not designate wage rates or who are a sole proprietor should report all information to the greatest extent possible. For providers that meet these requirements, any information you cannot report should be left blank and you are encouraged to use the Survey Response Notes tab to document the reason why you are not reporting the requested information.

Question: Why did I receive the Survey Tool; I do not provide Medicaid services?

Answer: You were identified as a Medicaid provider from either a Prepaid Inpatient Health Plan (PIHP) or Community Mental Health Services Program (CMHSP). [For a list of PIHPs click on this link](#) and for a list of CMHSPs click on this [link](#).

Questions and Answers (Continued)

Question: I have reviewed the Provider Type/Position list and have staff positions that are not included on the Survey Tool, how should I report my salary and wage information?

Answer: Each employee must be assigned to a single provider type/position. Each provider type/position corresponds to a provider group modifier that is included within the survey and used for billing purposes. If you are unclear on title requirements, we recommend you review the SFY 2022 Behavioral Health Code Charts and Provider Qualifications file that is hosted by MDHSS for a list of provider qualifications and procedures codes that align with each provider qualification (a link to the MDHHS website is [here](#) and the file is at the top of the page).

Questions and Answers (Continued)

Question: I am an independent provider; do I report myself on the direct care/clinical staff tab or the supervisor tab?

Answer: A supervisory employee spends a majority of their time supervising other clinical staff positions. For the purposes of distinguishing between direct care/clinical staff from supervisory staff, the supervisory staff are those primarily responsible for supervising, hiring, and training the direct care/clinical staff that actually provide the billable services. Supervisor responsibilities may also include program planning and evaluation, advocacy, working with families, performance management and discipline, and working with community members. If it is too difficult to separate an employee into direct care/clinical staff and supervisors, please list all employees under the “Direct Care” tab and leave the “Supervisors” tab empty.

Questions and Answers (Continued)

Question: Is the Survey Tool mandatory to fill out?

Answer: Yes, consistent with [MSA 21-39](#), all behavioral health service providers contracted/affiliated with CMHSPs/PIHPs (referred to as network providers) must “comply with this requirement, and under the authority of U.S.C. §1396a(a)(30)(A) and 42 CFR. §438.66, the Behavioral Health & Developmental Disabilities Administration (BHDDA) **is requiring the reporting of cost and other information from behavioral health service providers beginning December 1, 2021 to be completed annually...** All CMHSP/PIHP network providers must report information that includes, but is not limited to: salary and wages, employee related expenses (e.g., fringe benefits), paid time off, training expenses, employee turnover, and other information determined necessary by MDHHS to execute this policy.”

Questions and Answers (Continued)

Question: I received this training and Survey Tool request, but I do not have access to this information?

Answer: If you do not have access to the requested information, please forward the Survey Tool request to someone within your organization that is able to provide the requested information. We are requesting one response per provider Tax ID Number (TIN) and a single Survey Tool may include information for multiple NPI numbers that are billed under. Please note that the requested information may come from more than one person within your organization, and you are encouraged to work with the appropriate resources that are able to provide the necessary information (e.g., a person from human resources may provide the training hours information while a finance office representative will provide wage data).

Next Steps

Next Steps

- **Surveys are due March 31, 2022**
 - Participation is required
 - Completed Survey Tools should be emailed to Milliman: BH.Provider.Survey@milliman.com
- Ongoing support – information is available on the MDHHS [website](#)
 - Training materials
 - Frequently Asked Questions with bi-weekly updates
 - Milliman inbox BH.Provider.Survey@milliman.com
 - Refresher training with updated questions and answers to take place in February 2022

Thank you!

Caveats

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